

## Who Else Clears Snow?

All State-maintained, numbered roads in the County are cleared by the Maryland State Highway Administration.

Other departments, outside agencies and governmental jurisdictions also have responsibility for plowing. They include the Transit Services Division, which clears the busiest bus shelters and stops; the Montgomery County Board of Education; the Maryland-National Capital Park & Planning Commission; the Washington Metropolitan Area Transit Authority (Metro); municipalities and homeowner's associations. Commercial parking lot owners plow their own properties and are prohibited from moving snow into the street.

## Potholes

Work crews have thousands of miles of pavement to patrol, so they appreciate helpful calls from residents who can provide the specific address or intersection of a pothole. Crews will repair potholes on County-maintained roads promptly. Contact 311 or [www.montgomerycountymd.gov/potholes](http://www.montgomerycountymd.gov/potholes).

## Emergencies

Call the Police and Fire Departments at 911 only in life-threatening emergencies or for emergency Fire and Rescue services.

## Phone Numbers & Websites

311 is Montgomery County's one, easy-to-remember phone number for non-emergency government information and services. For emergency calls, residents should continue to call 911.

During a snowstorm, call 311 or go to [www.montgomerycountymd.gov/311](http://www.montgomerycountymd.gov/311) for the latest storm-related updates on services, including snow removal operations, recycling and refuse collection, Ride On, Commuter Services, Community Use of Public Facilities and Public Libraries. Or, check [www.montgomerycountymd.gov/snow](http://www.montgomerycountymd.gov/snow).

## Phone Directory

Division of Highway Services .....311 or  
[www.montgomerycountymd.gov/311](http://www.montgomerycountymd.gov/311)

Ride On .....311 or  
[www.rideonbus.com](http://www.rideonbus.com)

Commuter Services .....311 or  
[www.montgomerycountymd.gov/commute](http://www.montgomerycountymd.gov/commute)

Metro ..... 202-637-7000 or  
[www.wmata.com](http://www.wmata.com)

Recycling & Refuse Collection .....311 or  
[www.montgomerycountymd.gov/solidwaste](http://www.montgomerycountymd.gov/solidwaste)

Libraries .....311 or  
[www.montgomerycountymd.gov/libraries](http://www.montgomerycountymd.gov/libraries)

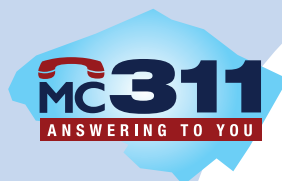
Community Use of Public .....311 or  
[www.montgomerycountymd.gov/cupf](http://www.montgomerycountymd.gov/cupf)

Public Schools ..... 301-279-3673 or  
[www.montgomeryschoolsmd.org](http://www.montgomeryschoolsmd.org)

## Cable Television & Social Media

County Cable Montgomery, Channel 6 for RCN and Comcast subscribers and Channel 30 for Verizon subscribers, provide continuous updates on roadway conditions and transit services within the County.

Follow Montgomery County Government on Facebook and Twitter. Go to [www.montgomerycountymd.gov](http://www.montgomerycountymd.gov).

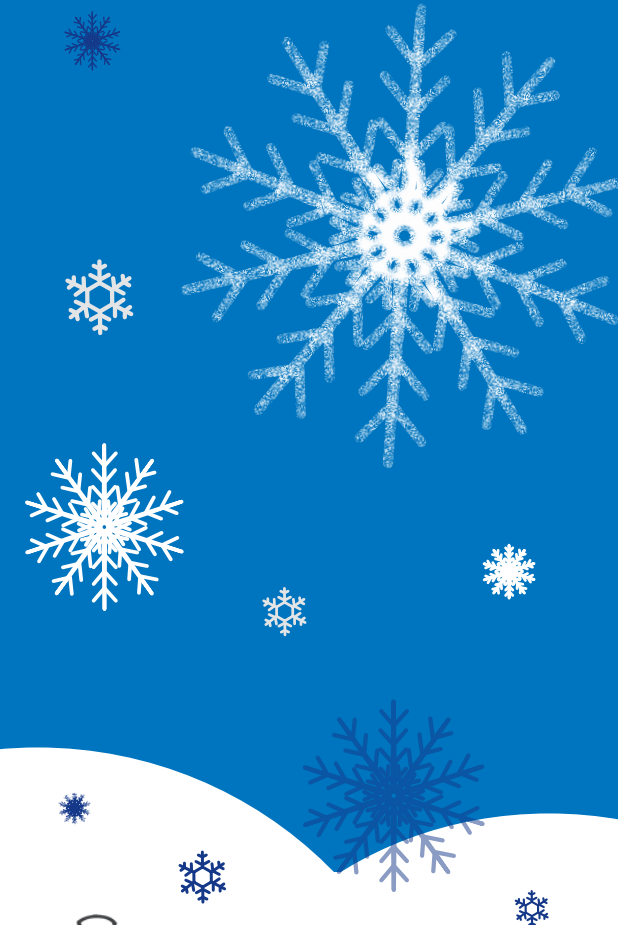


[www.montgomerycountymd.gov/311](http://www.montgomerycountymd.gov/311)  
For calls made outside of Montgomery County: 240-777-0311  
240-773-3556 TTY



Montgomery County Government  
Department of Transportation  
DIVISION OF HIGHWAY SERVICES

# When It Snows...



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## When It Snows

County snow fighters begin their job as soon as snow is predicted. They pre-treat major roads with salt brine, a solution of salt and water, before the snow begins to fall. Salt brine prevents ice and frost from forming and makes snow removal easier. The use of salt brine also reduces the amount of salt needed to treat pavement following the snowfall.

During the snowfall, about 1,000 lane miles of primary (arterial roads connecting subdivisions or business districts) and secondary roads (main collector streets through subdivisions) are continuously treated with salt and sand and kept in "bare pavement" condition. This ensures that, in case of an emergency, every County resident is within one-half mile of a cleared road. As snow accumulations reach three inches, plowing operations begin and all attention remains focused on primary roads to ensure emergency access.

Once the snow stops falling and major roads are clear, crews turn their attention to removing snow from more than 4,100 miles of neighborhood streets. Their goal is to make these streets passable – not clear them to bare pavement. A mixture of sand and salt may be applied to act as a deicing agent and provide traction where hard packed snow remains on the street.

## County's Action Plan

1. Patrol at the start of the storm.
2. Treat all bridges and elevated roadways as a preventative measure.
3. Provide full-scale treatment of all major County roads and primary neighborhood streets.
4. Plow all major County roads until emergency services can safely drive.
5. Plow all primary neighborhood streets and all other residential streets to make them passable.
6. Spot sand hills and intersections on residential streets, as needed.

## How Long Does it Take to Clear Snow?

The type of snow (wet or powdery), pavement temperature, ambient air temperature and wind conditions following a storm affect how quickly snow can be removed. Here are some general guidelines:

- It takes about 16 hours following the end of a three-inch snowfall to plow and/or treat every County road once.
- After a 10-inch snowfall, major and primary County roads should be cleared and neighborhood streets made passable within 24 to 36 hours. Snow removal will continue until all streets have been treated at least once.
- After a 15-inch snowfall, crews should complete their work in about 36 to 48 hours.
- After a 24-inch snowfall, crews should complete the work in about 48 to 60 hours.

Please be patient! A workforce of 200 employees with 175 pieces of snow removal equipment and 180 contractors with 225 pieces of equipment work around the clock until all County-maintained streets are passable. More resources may be called in for exceptional storms.

## Snow Emergency Routes

Both the State of Maryland and Montgomery County have designated certain roads as SNOW EMERGENCY ROUTES, prominently marked with red and white signs. When the State and/or County initiates its snow emergency plan, it is illegal to park on these designated roads or drive without snow tires, mud/snow radials or chains. Vehicles without snow tires or chains found blocking snow routes during an emergency may be ticketed and towed at the owner's expense. State and County snow emergency plans may not be put into effect simultaneously, so pay special attention to news broadcasts when announcements are made. State-maintained highways are the numbered routes in the County.

## How You Can Help: Do's & Don'ts

- If you have a driveway, use it.
- If you do not have a driveway, park as close to the curb as you can. Park your car on the **EVEN NUMBERED** side of the street, if possible. Move your vehicle to the other side of the street after the plow has cleared it.
- Help avoid the frustration that occurs should a snowplow cover your driveway entrance with snow after you have shoveled. When shoveling, stand facing the street and shovel snow to the right into the yard instead of into the street. Please remember that snowplows plow to the right and shoveling your driveway snow to the right will help reduce the amount of snow the plow re-deposits across your driveway entrance.
- Leave your car at home! Ride the subway or catch a bus. Every car left at home reduces the number of stranded vehicles that slow down snow removal operations.
- If you must drive, equip your vehicle with snow tires or chains to reduce the risk of getting stuck, damaging your car, blocking traffic and snow removal equipment, or incurring towing and impoundment costs and inconvenience.
- Do not pull out in front of trucks to get up a hill faster!
- Residents in cul-de-sacs should park in driveways or parallel to the curb. One misplaced vehicle in a cul-de-sac may prevent it from being plowed.

## Clearing Sidewalks

County law requires all residential, multi-family and commercial property owners to clear their public sidewalks within 24 hours of the end of a snowstorm. Be a good neighbor by clearing the sidewalks in front of your house and assisting those in your neighborhood who may need help.